

# CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

Plot No. UU/9, Civil Township, Rourkela-769004

Phone: (0661) 2952614, E-mail: grf.rourkela@tpwesternodisha.com

## Present:

Sri Achyutananda Meher ... President  
Sri Chitta Ranjan Dash ... Member (Finance)

1	Case No.	<b>RKL/ 629 /2024</b>				
2	Complainant	Name & Address:		Consumer No:		
		Chalti Singh		8134-1301-2365		
		At/PO- Bargaon,		Contact No.:		
		Rajgangpur, Dist- Sundargarh.		Nil		
3	Respondent	Name		Division		
		SDO-II, RED, TPWODL, Rajgangpur.		RED, TPWODL, Rajgangpur.		
4	Date of Application		21.10.2024			
5	In the matter of-	1. Agreement / Termination		2. Billing Disputes		✓
		3. Classification / Reclassification of Consumers		4. Contract Demand / Connected Load		
		5. Disconnection / Reconnection of Supply		6. Installation of Equipment & apparatus of Consumer		
		7. Interruptions		8. Metering		
		9. New Connection		10. Quality of Supply & GSOP		
		11. Security Deposit / Interest		12. Shifting of Service Connection & equipments		
		13. Transfer of Consumer Ownership		14. Voltage Fluctuations		
		15. Others (Specify) -				
		6	Section(s) of Electricity Act, 2003 involved		42(5)	
7	OERC Regulation(s):				Clauses	
	1	OERC Distribution (Licensee's Standard of Performance) Regulations,2004				
	2	OERC Conduct of Business) Regulations,2004				
	3	Odisha Grid Code (OGC) Regulation,2006				
	4	OERC (Terms and Conditions for Determination of Tariff) Regulations,2004				
	5	Others-OERC Distribution (Conditions of Supply) code, 2019				
8	Date(s) of Hearing		21.10.2024			
9	Date of Order		29.10.2024			
10	Order in favour of	Complainant	✓	Respondent	Others	
11	Details of Compensation awarded, if any.		Nil			
12	Appeared for the Complainant:		Appeared for the Respondent:			
	Chalti Singh		Er. Pabitra Chitta Mukherjee, SDO			

## **ORDER**

### **Brief Facts of the Case**

During the spot hearing at Rajgangpur Electrical Sub-Division of Rajgangpur Electrical Division camp on dt.21.10.2024, the complainant appeared before the Forum whereas SDO-II, Rajgangpur, RED appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT-Domestic consumer having Consumer No. 8134-1301-2365 with connected load of 02 KW. That the Complainant has raised objection for provisional billing from Sep'2022 to Nov'2022 due to line disconnected. He requested revision of bills and mentions verbal complaints being made to the respondent earlier.

### **Gist of Arguments made by the Parties**

Both parties were present in the hearing. The contentions made by the parties are as follows:

#### **Submission of the Complainant:**

- The complainant the provisional billing from Sep'2022 to Nov'2022 due to line disconnected resulted to accumulation of arrear.
- He further submitted that he had made verbal complaint to the respondent about the erroneous bill.
- He also requested the Forum to revise the bills.

#### **Reply Submission of the Respondent:**

- The respondent produced the billing abstract from Mar'2021 to Jun'2023.
- He had also produced a PVR dt.22.08.2024 mentioning power supply disconnected from dt.23.09.2022.
- The respondent also agreed to the provisional billing from Sep'2022 to Nov'2022 due to line disconnected.
- However, the respondent requested the Forum to take appropriate decisions as necessary.

## **Findings of the Forum**

Written/verbal Submissions were made by both parties and arguments were heard at length. This Forum, after hearing the parties and going through the relevant documents and provisions of law have concluded as follows:

- Provisional bills had been served from Sep'2022 to Nov'2022 with various units per month.
- As per PVR submitted by respondent, there is no power in the premises of the complainant from dt.23.09.2022 and same fact submitted by the Respondent in his written submission.
- Therefore, it is decided by the Forum to withdraw the provisional/average bills.

## **Directions of the forum**

In view of the above findings and discussions, the Forum is of the view that,

- As there was no power supply from Sep'2022 to Nov'2022, all electricity charges except fixed charges are to be withdrawn as per Regulation 180 of the Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.

The matter is closed herewith.

The compliance report to be submitted to the undersigned on or before dt.**30.11.2024**.

*"If the complainant is aggrieved with this order or non-implementation of the order of the Grievance Redressal Forum in time, he/she can make the representation to the Ombudsman-II, Qrs. No. 3R-2(S), GRIDCO Colony, P.O: Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievances Redressal Forums".*

  
**Member (Finance)**

  
**President**

No. GRF/RKL/ 789<sup>(4)</sup>

Date: 30/10/2024

Certified Copy to:

- 1) The Superintending Engineer, Electrical Circle, TPWODL, Rourkela.
- 2) The Chief Legal, TPWODL, Burla.

